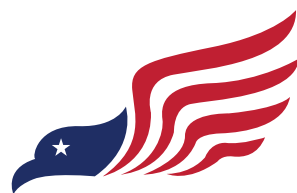


Jobs for Veterans State Grants (JVSG) Primer



Last Updated: September 2018



**National Veterans'
Training Institute**
a DOL VETS Program

WELCOME

Congratulations on your recent job appointment! To help you in orienting to your new job, the National Veterans' Training Institute (NVTI) has designed this primer to assist newly hired Jobs for Veterans State Grant (JVSG) state staff and supervisors in understanding and applying the legal requirements to their jobs. You will gain a basic understanding of the JVSG mission, vision, policies, and your responsibilities as an employee as required in Federal law and guidance. It was prepared to make you aware of what you can expect as you serve job-seeking veterans and what the U.S. Department of Labor, Veterans' Employment and Training Service (DOL VETS) will expect from you.



**National Veterans'
Training Institute**
a DOL VETS Program

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WHAT IS THE DEPARTMENT OF LABOR, VETERANS' EMPLOYMENT AND TRAINING SERVICE?



WHAT IS THE DEPARTMENT OF LABOR, VETERANS' EMPLOYMENT AND TRAINING SERVICE?

VETS is led by the Assistant Secretary and two Deputy Assistant Secretaries.

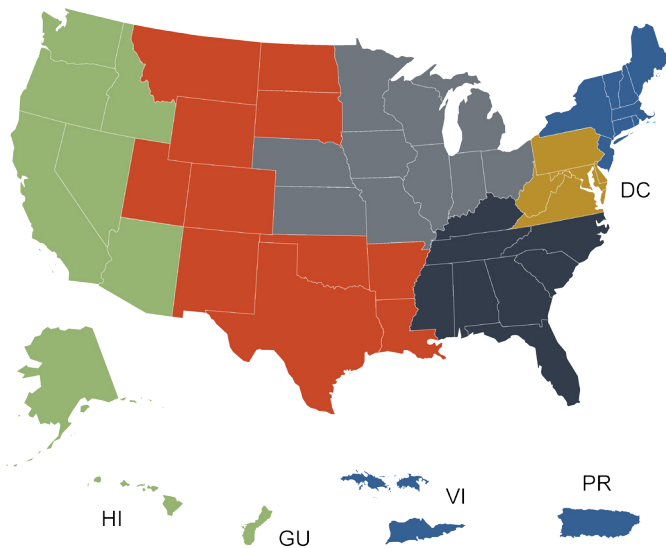


Refer to website:

<https://www.dol.gov/vets/aboutvets/aboutvets.htm>

The VETS National Office (NO) supports Regional Offices (RO) and State Offices (SO) and includes the Office of Strategic Outreach (OSO) along with six Regional Veterans Employment Coordinators (RVECs).

VETS Regional Offices



VETS is administered through six Regional Offices in Atlanta, Boston, Chicago, Dallas, Philadelphia, and San Francisco.



Refer to website:

<https://www.dol.gov/vets/aboutvets/regionaloffices/map.htm>



The mission of the **U.S. Department of Labor (DOL)** is to

“foster, promote, and develop the welfare of the wage earners, job seekers, and retirees of the United States; improve working conditions; advance opportunities for profitable employment; and assure work-related benefits and rights.”



The mission of the **Veterans' Employment and Training Service (VETS)** is to

“prepare America's veterans, service members and their spouses, for meaningful careers, provide them with employment resources and expertise, protect their employment rights and promote their employment opportunities.”



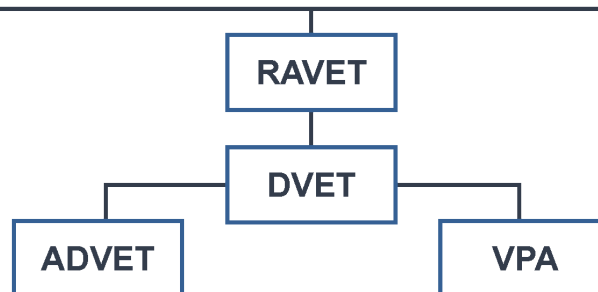
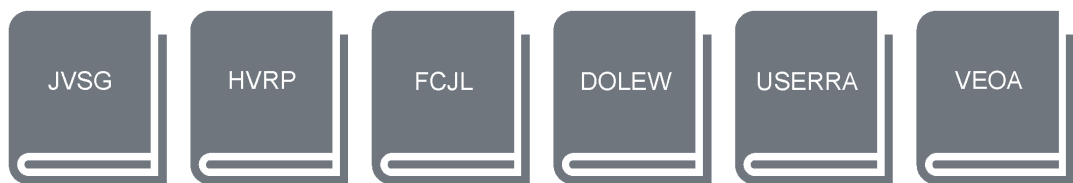
Each Regional Office

is led by a Regional Administrator for Veterans' Employment and Training (RAVET).



Secretary of Labor

Assistant Secretary for Veterans' Employment and Training



Each State Office

is led by a Director for Veterans' Employment and Training (DVET) and depending on size may have an Assistant Director(s) for Veterans' Employment and Training (ADVET), Veteran Programs Specialists (VPS) and other VETS support staff.

VETS



PREPARES

America's veterans, service members, and their spouses for meaningful careers (**transition services**)



PROVIDES

them with employment resources and expertise (through the **workforce investment system**)



PROTECTS

their **employment rights**,

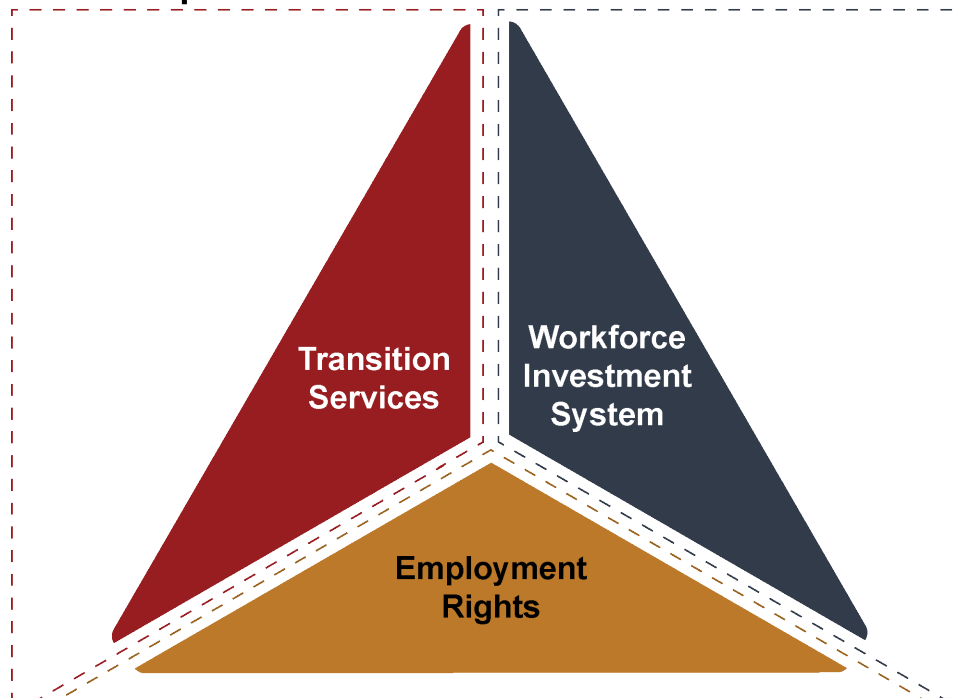


PROMOTES

their **employment opportunities**

DOL Employment Workshops

American Job Centers



USERRA | Veterans' Preference

WHAT ARE JOBS FOR VETERANS STATE GRANTS?



WHAT ARE JOBS FOR VETERANS STATE GRANTS?

The Jobs for Veterans State Grants (JVSG) provides federal funding, through a formula grant, to 54 State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment (SBEs), and helping employers fill their workforce needs with job-seeking veterans.

The JVSG funding supports the Disabled Veterans' Outreach Program (DVOP) specialist position, Local Veterans' Employment Representative (LVER) staff, and Consolidated Position staff.

DVOP specialists provide individualized career services to veterans experiencing significant barriers to employment, with an emphasis on assisting veterans who are economically or educationally disadvantaged. Veterans facing these barriers include homeless veterans and vocational rehabilitation clients.

LVER staff conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of disabled veterans.

Consolidated Position staff serve in a dual role as DVOP and LVER.

WHAT IS IT LIKE TO WORK IN AN AMERICAN JOB CENTER?



WHAT IS IT LIKE TO WORK IN AN AMERICAN JOB CENTER?

American Job Centers (AJCs) are sponsored and coordinated through the U.S. Department of Labor (DOL). Some states have organizations that are a part of AJCs but are called something different. However, the services at these centers are extended to both job seekers and employers.





Mission of AJC

Deliver workforce information and services that assist job seekers, students, workers, workforce intermediaries (organizations that proactively address workforce needs), and employers to develop their capacity and make sound economic decisions.

The mission aims to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of the Workforce and Innovation and Opportunity Act (WIOA), such individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers
- Enable businesses and employers to easily identify and hire skilled workers and access assistance from human resources, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance
- Participate in rigorous evaluation that supports continuous improvement of American Job Centers by identifying which strategies work best for different populations



Vision of AJC

To be the nation's most trustworthy provider of comprehensive, integrated, relevant, and personalized workforce information through the use of an electronic delivery system; to provide tools and resources that serve individuals in enhancing their employment opportunities.

The vision for the AJC network reflects the longstanding and ongoing work of dedicated workforce professionals to align a wide range of publicly- or privately-funded education, employment, and training programs with one another, while also providing high-quality customer service to all job seekers, workers, and businesses.

Job Seekers

Benefits provided to job seekers include:

- Expanded workforce services for individuals at all levels of skill and experience
- Access to multiple employment and training resources
- Integrated and expert intake process for all customers entering the American Job Centers
- Integrated and aligned business services strategy among American Job Center partners
- Expert advice from multiple sources
- Relevance to labor market conditions
- Expanded community and industry outreach
- Strengthened partnerships
- Efficient use of accessible information technology.

Employers

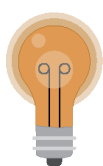
To support area employers, AJC staff must:

- Have a clear understanding of industry skill needs
- Identify appropriate strategies for assisting employers, and coordinate business services activities across American Job Center programs, as appropriate
- Incorporate an integrated and aligned business strategy among American Job Center partners to present a unified voice for the AJC in its communications with employers

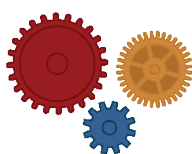
There are also some customized business services that may include:

- Customized screening and referral of qualified participants in career and training services to employers
- Writing/reviewing job descriptions and employee handbooks

AJCs provide many tools and resources to job seekers and employers, including but not limited to:



employment
information and inspiration
for potential careers



career management



assistance acquiring a
desired career

Employers also receive help in finding skilled employees that fit their needs.

Staff Roles in an American Job Center

The staff found in American Job Centers (AJCs) may include the following:

- Intake staff member (typically an Employment Services Interviewer)
- Employment services interviewer (ESI) funded under Wagner-Peyser Act
- Workforce Innovation and Opportunity Act (WIOA) staff
- Disabled Veterans' Outreach Program (DVOP) specialist
- Local Veterans' Employment Representative (LVER)
- Consolidated DVOP specialist and LVER position
- Business Service Team (BST) Member

Role

Responsibilities



Intake Staff Member

The intake staff member, serving as a “greeter” is usually the first person that a veteran at an AJC would interact with. Their primary role is to determine the reason for an individual’s visit to the AJC. They also provide the initial determination of whether an individual meets the definition of a veteran as prescribed by law. They may conduct an assessment to determine Priority of Service and whether a veteran has significant barriers to employment (SBEs). Veterans with SBEs are referred to a Disabled Veterans’ Outreach Program (DVOP) specialist. If the veteran doesn’t have any SBEs, an ESI can assist them with receiving basic career services that are available at the AJC. Once the intake staff member has determined the appropriate staff person to assist the job seeker, they make a referral. They also sometimes share the role of an employment services interviewer. This role may not exist in some states if the intake process is an automated electronic process completed in the AJC’s resource room area.

Role

Responsibilities



Employment Services Interviewer (ESI)

The employment services interviewer (ESI) is a role designated specifically for job-seekers. The ESI provides services that may include resume writing, computer skills, and interviewing techniques. If job-seekers need more specialized training, they will work with another service provider within an AJC. An ESI may also work with veterans who have been identified as having an SBE.



Workforce Innovation and Opportunity Act (WIOA) Staff

As described under Title I of the Workforce Innovation and Opportunity Act (WIOA), the WIOA staff focuses on serving individuals identified as facing adversity with obtaining employment. The exact job title of these staff members may vary depending on the state in which they work. Should a veteran need WIOA's services, they would assist individuals with services that prepare them with the skills needed on the job, such as providing skills gap training for individuals requiring certification or licensure. The type of trainings that WIOA staff assists veterans with varies depending on the state in which they work. Local colleges or businesses may reach out with potential training ideas and if they are approved, WIOA staff will match veterans to any approved training that best fits their needs/wants.



Disabled Veterans' Outreach Program (DVOP) Specialist

The Disabled Veterans' Outreach Program (DVOP) specialist works directly with veterans and eligible persons who have significant barriers to employment, as identified in 38 U.S.C. 4103A(a)(1). The services provided by a DVOP specialist are referred to as individualized career services but were once called intensive services. These services include, but are not limited to:

- Comprehensive assessment interviews
- Career guidance services
- Individual Employment Plans (IEPs)
- Staff-assisted job search activities
- Labor Market Information (LMI)
- Basic staff-assisted career services

Some other responsibilities that DVOP specialists have are case management, outreach services to veterans, and group job counseling, which differs from licensed counseling. It is important that a DVOP establish a strong rapport and relationship with the veterans they serve, to provide them the best services possible to help them reach their employment goals.

Role

Responsibilities



Local Veterans' Employment Representative (LVER)

LVERs perform a wide range of duties on behalf of our veterans specifically related to outreach to the employer community and facilitation within the state's employment service delivery system. These duties are outlined in 38 U.S.C. 4104(b). LVERs must be assigned duties that promote the advantages of hiring veterans to employers, employer associations, and business groups. LVERs advocate for all veterans served by the American Job Centers (AJC) with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs
- Conducting employer outreach
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups
- Coordinating with unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training programs for veterans
- Informing federal contractors of the process to recruit qualified veterans
- Coordinating and participating with other business outreach efforts

Local Veterans' Employment Representatives (LVERs) are members of the business services team.

LVERs are also responsible for "facilitating employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems" (38 U.S.C. 4104(b)(2)).

Note: other AJC staff may perform some of these functions.



Consolidated DVOP specialist and LVER position

Consolidated Staff positions perform both the duties of a DVOP specialist and a LVER staff person.



Business Service Team (BST) Member

The Business Service Team (BST) member is a part of the AJC staff and is responsible for coordinating with the community and employers to promote and secure employment and training opportunities for all job seekers.

WHAT LEGAL AND REGULATORY GUIDANCE AFFECTS MY WORK?





WHAT LEGAL AND REGULATORY GUIDANCE AFFECTS MY WORK?

The United States Code (USC) that is relevant to U.S. DOL/VETS' authority under the JVSG Program is Title 38, Chapters 41 and 42.

- **Chapter 41, Section 4103A**
discusses the Disabled Veterans' Outreach Program, and Chapter 41, Section 4104 discusses Local Veterans' Employment Representatives
- **Chapter 42, Sections 4211-4215**
provides detailed descriptions for many of the terms relevant to DOL/VETS' under the JVSG Program

The relevant appropriation law is Public Law 115-31, volume 131, page 513 which provides JVSG the authority to serve eligible Transitioning Service Members, and their spouses or caregivers.



Refer to website:

<https://www.dol.gov/vets/usc/vpl/usc3841.htm>

<https://www.dol.gov/vets/usc/vpl/usc3842.htm>

<https://www.gpo.gov/fdsys/pkg/PLAW-115publ31/pdf/PLAW-115publ31.pdf>



Legislation and Regulations Relevant to Disabled Veterans' Outreach Program Specialists

The legislation, regulations, and policy specific to Disabled Veterans' Outreach Program specialists include:

Legislation and/or Regulations

Description

USC Title 38, Chapter 41, Section 4103A

<https://www.dol.gov/vets/usc/vpl/usc3841.htm>

USC Title 38, Chapter 41, Section 4103A requires that Disabled Veterans' Outreach Program specialists provide individualized career services (intensive services) and facilitate job placement to veterans with significant barriers to employment (SBE).

Public Law 113-128, the Workforce Innovation and Opportunity Act, Section 134(c)(2)

<https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>

Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA), Section 134(c)(2) outlines the individualized career services (also previously known as intensive services) that are to be provided by the Disabled Veterans' Outreach Program specialist, which will be inclusive of the adults or dislocated workers who meet the SBE criteria through the one-stop delivery system by the Disabled Veterans' Outreach Program specialists.

Public Law 115-31, volume 131, page 513

<https://www.gpo.gov/fdsys/pkg/PLAW-115publ31/pdf/PLAW-115publ31.pdf>

Public Law 115-31, volume 131, page 513 includes language authorizing JVSG staff to serve eligible Transitioning Service Members and their spouses or caregivers.

VPL 03-14

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14.pdf>

VPL 03-14 defines the significant barriers to employment and which individuals who meet those criteria are eligible for Disabled Veterans' Outreach Program specialist services. Change 1 clarified and expanded the definition of significant barriers to employment. Change 2 clarified and expanded the definition of homelessness as a significant barrier to employment.



Legislation and/or Regulations

Description

VPL 04-14; VPL 08-14

<https://www.dol.gov/vets/VMS/VPLs/VPL-04-14.pdf>

<https://www.dol.gov/vets/VMS/VPLs/VPL-08-14.pdf>

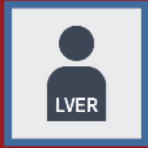
VPLs 04-14 and 08-14 define additional populations who may receive services from Disabled Veterans' Outreach Program specialists. VPL 04-14 added the population of those aged 18-24, and VPL 08-14 added the populations of a transitioning service member in need of individualized career services (intensive services), and/or wounded, ill, or injured service members receiving treatment at Military Treatment Facilities or Warrior Transition Units, as well as the spouses and family caregivers of such wounded, ill, or injured service members.

VPL 01-16, Change 1 Technical Assistance Guide (TAG)

<https://www.dol.gov/vets/VMS/VPLs/VPL%2001-16-change-1.pdf>

[https://www.dol.gov/vets/VMS/VPLs/Technical-Assistance-Guide-\(TAG\)-Revised%20July%202016.pdf](https://www.dol.gov/vets/VMS/VPLs/Technical-Assistance-Guide-(TAG)-Revised%20July%202016.pdf)

VPL 01-16, Change 1 provides information on serving veterans found entitled to benefits under the Chapter 31 program by the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Service. Because veterans entitled to this program are service-connected disabled, they are automatically classified as having a significant barrier to employment. This VPL contains a Technical Assistance Guide that describes this Joint Partnership between DOL/VETS, VA/VR&E and the State Workforce Agencies, what services are to be provided, and the roles and responsibilities of each partner. There is also online training for service to Veterans enrolled in the Chapter 31 program available at www.NVTI.org.



Legislation and Regulations Relevant to Local Veterans' Employment Representatives

The legislation, regulations, and policy specific to Local Veterans' Employment Representatives includes:

- USC Title 38, Chapter 41, Section 4104
- VPL 03-14
- USC Title 10, Section 1784; USC Title 5, Sections 3301 and 3302

Legislation and/or Regulations

Description

USC Title 38, Chapter 41, Section 4104

<https://www.dol.gov/vets/usc/vpl/usc3841.htm>

USC Title 38, Chapter 41, Section 4104 lists the principal duties of Local Veterans' Employment Representatives.

VPL 03-14

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14.pdf>

VPL 03-14 states that Local Veterans' Employment Representatives are to serve as advocates for all veterans served by the AJC with business, industry, and other community-based organizations.



The Veterans Opportunity to Work (VOW) Act

The Veterans Opportunity to Work (VOW) Act amended USC Title 38, Sections 4103A and 4104, to state that Disabled Veterans' Outreach Program specialists, Local Veterans' Employment Representatives, and those in consolidated positions are prohibited from performing non-veteran related duties that detract from their ability to perform their statutorily-defined duties related to meeting the employment needs of eligible veterans.

Public Law 115-31, volume 131, page 513 is also relevant to the VOW Act because the Public Law authorizes the JVSG program to provide services.



Refer to website:

<https://veterans.house.gov/legislation/the-veterans-opportunity-to-work-act.htm>

<https://www.gpo.gov/fdsys/pkg/PLAW-115publ31/pdf/PLAW-115publ31.pdf>

VETERANS' PROGRAM LETTERS (VPL)

VPLs are the vehicle by which VETS provides additional guidance to the states to clarify veterans' program requirements. These VPLs are covered in greater detail in future training, however, you are encouraged to review these now. To receive alerts of new or updated VPLs, make sure to subscribe to the [VPL Directory](#).



Refer to website:

<https://www.dol.gov/vets/VPLS/VPLDirectory.html>

<https://wdr.doleta.gov/directives/>

The [Veterans' Program Letters](#) with companion [Training and Employment Guidance Letters](#) are listed on the pages that follow.

Legislation and/or Regulations

Description

VPL 07-09 & TEGL 10-09

<https://www.dol.gov/vets/VMS/VPLs/VPL-07-09.pdf>

https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816

VPL 07-09 and its companion TEGL 10-09 explain that covered persons, which includes veterans as defined at 38 U.S.C 101(2) and eligible spouses as defined at section 2(a) of the Jobs for Veterans Act (38 U.S.C. 4215[a]) are eligible for priority of service.

This VPL and TEGL are relevant because the guidance requires recipients, to include sub-recipients, of DOL funds for qualified job training programs are required to provide priority of service to covered persons. Qualified job training programs mean that any program or service for workforce preparation, development or delivery that is directly funded, in whole or in part, by the US Department of Labor (20 CFR 1010.110). Examples of these programs include, all WIOA and Wagner-Peyser funded activities, including technology-assisted activities, Senior Community Service Employment Program (SCSEP), Indian and Native American Programs (INAP), National Farmworker Job Training Programs (NFJP), Trade Adjustment Assistance Programs (TAA), programs funded through the Women's Bureau and any other current or future qualified job training program.



Legislation and/or Regulations

Description

VPL 03-14 with changes 1 & 2, and its companion TEGL 19-13

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14.pdf>

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14-Change-1.pdf>

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14-Change-2.pdf>

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19_13.pdf

VPL 03-14, including changes 1 and 2, and the companion TEGL 19-13 define the criteria for having significant barriers to employment (SBEs) and provide expansion and clarification of SBEs.

These policy guidance documents are relevant because they identify and clarify populations who are eligible to receive services from Disabled Veterans' Outreach Program specialists.

VPL 04-14 & TEGL 20-13

<https://www.dol.gov/vets/VMS/VPLs/VPL-04-14.pdf>

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_20_13.pdf

VPL 04-14 and its companion TEGL 20-13 state that veterans aged 18 to 24 should also be considered to have a significant barrier to employment.

This VPL and its companion TEGL are relevant because they identify an additional population eligible to receive service from Disabled Veterans' Outreach Program specialists.

VPL 03-16 & TEGL 04-16

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-16.pdf>

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-16.pdf

VPL 03-16 and its companion TEGL 04-16 provide guidance and information on the requirement to have participants of the U.S. Department of Labor, Veterans' Employment and Training Service's (VETS) Homeless Veterans' Reintegration Program (HVRP) enroll in WIOA Title I workforce programs available through AJCs.

It is especially relevant to Disabled Veterans' Outreach Program specialists because they provide individualized career services to veterans who are homeless, and HVRP grantees who must enroll their participants into appropriate AJC programs

Relevant Training and Employment Notices (TENs)

While there are not any Training and Employment Notices (TENs) that correspond to any specific VPLs, there are a few TENs that are relevant to the JVSG program requirements and Disabled Veterans' Outreach Program specialist and Local Veterans' Employment Representative roles and responsibilities. These TENs include:

Training and Employment Notice

Description

TEN 08-16

https://wdr.doleta.gov/directives/attach/TEN/TEN_08-16_Acc.pdf

TEN 08-16 announced the implementation schedule for an integrated performance reporting system for ETA and VETS workforce programs. States are required to collect and report in accordance with the relevant indicators of performance identified in sec. 116(b) starting July 1st, 2016. As of July 1st, 2016, all workforce programs, including JVSG, began utilizing the new performance reporting system.

TEN 02-16

https://wdr.doleta.gov/directives/attach/TEN/TEN_2-16_acc.pdf

TEN 02-16 announced the availability of the report, "Veterans' Licensing and Certification Demonstration - A Summary of State Experiences, Preliminary Findings, and Cost Estimates: Final Report; September 2015." This report provides information on barriers faced by veterans when seeking licensure for civilian jobs. The report also provides strategies for accelerating licensure of veterans, and cost savings as a result of accelerating veteran licensure.

TEN 06-15

https://wdr.doleta.gov/directives/attach/TEN/TEN_06-15_Acc.pdf

TEN 06-15 announced the release and availability of the interim report, "Veterans' Licensing and Certification Demonstration." This TEN also provides an overview of a framework to help states accelerate licensing and certification into civilian occupations by veterans and transitioning service members.

TEN 15-10

<https://wdr.doleta.gov/directives/attach/TEN/ten2010/ten15-10.pdf>

TEN 15-10 provides information, suggestions, and examples about how to effectively implement priority of service to meet the requirements of the Department's regulations.



Priority of Service as Outlined by VPL 07-09, TEGL 10-09, 20 CFR 1010

VPL 07-09 and its corresponding TEGL 10-09 discuss Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs funded in whole or in part by the U.S. Department of Labor. The VPL and TEGL explain that veterans and eligible spouses are eligible for priority of service.

VPL 07-09, TEGL 10-09, and Title 20 of the CFR, Section 1010 define veterans and eligible spouses and explain the provision of priority of service for covered persons (i.e. veterans and eligible spouses) over non-covered persons for the receipt of employment, training, and placement services under a qualified job training program, funded in whole or in part by the Department of Labor.



Refer to website:

<https://www.dol.gov/vets/VMS/VPLs/VPL-07-09.pdf>

<https://wdr.doleta.gov/directives/attach/TEGL/TEGL10-09acc.pdf>

Eligibility for Priority of Service

The priority of service regulations codified at 38 U.S.C. 4215, established a priority of service requirement for covered persons (i.e. veterans and eligible spouses).

Veterans, as defined at 38 U.S.C. 101(2), and eligible spouses, as defined in section 2(a) of 38 U.S.C. 4215(a), are eligible for priority of service.

TEGL 10-09 states:



Under this definition, the term “veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes.”

U.S. Code Title 38, Chapter 42, Section 4215(a) states an eligible spouse means one of the following:

- Any veteran who died of a service-connected disability
- Any member of the Armed Forces serving on active duty who, at the time of application for priority of service, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - I. Missing in action
 - II. Captured in line of duty by a hostile force
 - III. Forcibly detained or interned in the line of duty by a foreign government or power
- Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs
- Any veteran who died while a disability, so evaluated, was in existence



Veterans with Significant Barriers to Employment

For veterans to be eligible to work with a DVOP specialist, they must meet the criteria for having a significant barrier to employment or be designated as a special population. VPL 03-14, including changes 1 and 2, and the companion TEGL 19-13 define the criteria for having significant barriers to employment (SBEs) and provide expansion and clarification of SBEs.

Significant barriers to employment (SBEs) include:

- A special disabled or disabled veteran
- Homelessness
- A recently-separated service member who's been unemployed any time within the previous 12 months for 27 or more weeks
- An offender who has been released from incarceration
- Lacking a high school diploma or equivalent certificate
- Low income

Special Populations include:

- Veterans aged 18 to 24
- A transitioning service member in need of intensive services
- A wounded, ill, or injured service members receiving treatment at Military Treatment Facilities or Warrior Transition Units as well as the spouses and family caregivers of such wounded, ill, or injured service members



Refer to website:

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14.pdf>

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14-Change-1.pdf>

<https://www.dol.gov/vets/VMS/VPLs/VPL-03-14-Change-2.pdf>

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19_13.pdf

Serving Veterans Entitled to Benefits Under the Chapter 31 Program

VPL 01-16, Change 1 provides a Technical Assistance Guide (TAG) that provides guidance on serving veterans found entitled to Chapter 31 program benefits by the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Service. These individuals are service-connected disabled veterans and as such, are eligible to work with a DVOP specialist.

The TAG describes standard operating procedures for all partners, including the VA/VR&E, DOL/VETS, and the State Workforce Agency staff to work with Chapter 31 veterans. It outlines the roles and responsibilities of each organization and the processes to be followed to ensure Chapter 31 veterans achieve successful employment outcomes.

Within the framework identified in the TAG, DVOP specialists are tasked with providing labor market information for the VA/VR&E service to use in developing the veteran's Individual Written Rehabilitation Plan (IWRP) and Employment Services during the employment phase of the veteran's rehabilitation.



Refer to website:

<https://www.dol.gov/vets/VMS/VPLs/VPL%2001-16-change-1.pdf>

[https://www.dol.gov/vets/VMS/VPLs/Technical-Assistance-Guide-\(TAG\)-Revised%20July%202016.pdf](https://www.dol.gov/vets/VMS/VPLs/Technical-Assistance-Guide-(TAG)-Revised%20July%202016.pdf)

Workforce Innovation and Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) was signed into law in July 2014 and supersedes the Workforce Investment Act of 1998.

Purpose of WIOA:

“...help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.”

WIOA focuses on serving populations with barriers to employment. These priority populations include:

- Recipients of public assistance
- Other low-income individuals
- Individuals who are basic skills deficient in the provision of individualized career services. Basic skills deficient is defined as someone:
 - A. Who is a youth, with English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test
 - B. Who is a youth or adult, that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society

Priority of Service in relation to WIOA is provided using the following order:

First

To veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.

Second

To non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.

Third

To veterans and eligible spouses who are not included in WIOA's priority groups.

Last

To non-covered persons outside the groups given priority under WIOA.

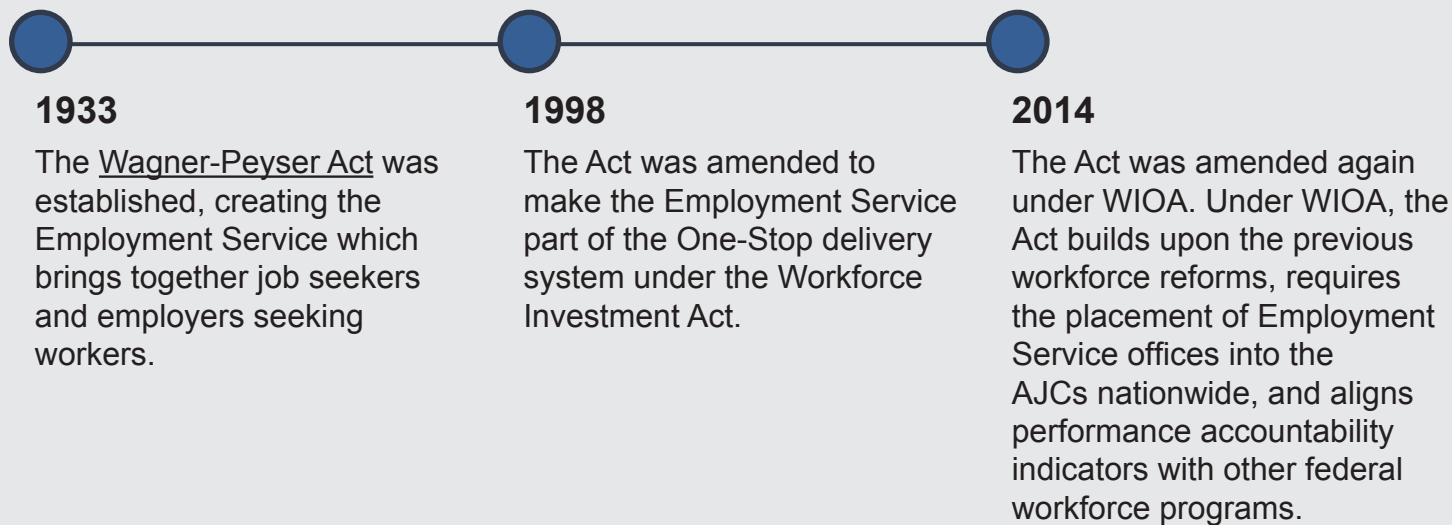


Refer to website:

<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>



The Wagner-Peyser Act



Job seekers who are veterans or other eligible persons are to receive priority for job referrals, training programs, and other services.



Refer to website:

https://www.doleta.gov/programs/w-pact_amended98.cfm

HIRE Vets Act



The Department of Labor looks forward to shining the spotlight on employers who make hiring veterans a priority and encouraging other employers to hire our nation's heroes.”

Alexander Acosta,
U.S. Secretary of Labor

The Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017, or the “HIRE Vets Act” encourages effective, voluntary investments to recruit, employ, and retain men and women who have served in the United States military with annual Federal awards to employers. Created under the HIRE Vets Act, the HIRE Vets Medallion Program recognizes companies and organizations for their efforts to recruit and retain America's military service Veterans.

The program launched as a demonstration in 2018 and will be fully implemented beginning in January 2019. The HIRE Vets Medallion Program provides a way to recognize companies and organizations that make a strong commitment to hiring Veterans. The Department's Veterans' Employment and Training Service details the criteria, process, timelines, and procedures for employers to follow to qualify and apply for the award.



Refer to website:

<https://www.regulations.gov/document?D=VETS-2017-0001-0001>

There are different awards for large employers (500 or more employees), medium employers (51-499 employees) and small employers (50 or less employees). There are two award tiers: Gold and Platinum.



The criteria for the awards are as follows:

1

Percentage of new hires who are veterans in the prior year;

2

Percentage of veteran employees retained for a period of at least 12 months;

3

Percentage of employees who are veterans;

4

Providing an employee veteran organization or resource group to help new veteran employees with integration, including coaching and mentoring;

5

Providing programs to enhance leadership skills of veteran employees;

6

Having a dedicated human resources professional or initiatives to support hiring, training and retention of veteran employees;

7

Providing compensation to employees serving on active duty in the U.S. National Guard or Reserve that is sufficient, in combination with the employee's active duty pay, to achieve a combined level of income commensurate with the employee's salary prior to undertaking active duty;

8

Providing a tuition assistance program to support veteran employees' attendance in postsecondary education during their employment; and

9

No employer with an adverse labor law decision, stipulated agreement, contract debarment, or contract termination will be eligible to receive an award.

To be eligible for the award, not all the above-mentioned criteria must be satisfied, with the exception of Criteria No. 9.

**WHAT ADDITIONAL
GUIDANCE EXISTS TO
HELP GET ME STARTED?**



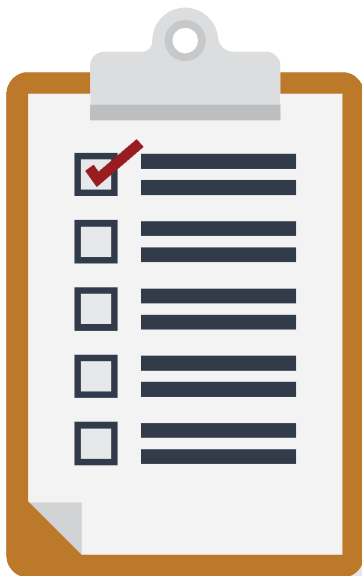
WHAT ADDITIONAL GUIDANCE EXISTS TO HELP GET ME STARTED?

The National Veterans' Training Institute?

The National Veterans' Training Institute (NVTI), established in 1986, seeks to improve the development and enhancement of the professional skills of JVSG funded staff and VETS staff. NVTI is funded by the U.S. Department of Labor/Veterans' Employment and Training Service. Over 70,000+ veterans' employment and training professionals have attended NVTI training.

NVTI does not directly work with or train veterans. NVTI is a contract program from the U.S. Department of Labor, Veterans' Employment and Training Service (VETS). NVTI is mandated by law

(Title 38, Sec. 4109 USC) to provide specific training to certain groups, namely veterans' employment and training professionals including employment service personnel, VETS and state staff, Department of Defense personnel, and others.



Law requires newly-hired DVOP specialists, LVERs and Consolidated staff to complete the required core JVSG courses within 18 months of hire.

Newly-hired DVOP specialists, LVERs and Consolidated staff are obligated to participate in three universally required prerequisite courses and one role-specific classroom training.

Required Courses



First Required Prerequisite:

A Day in the Life of JVSG Staff in an American Job Center
(Self-paced eLearning)

This course provides a broad overview of how an American Job Center (AJC) operates, and the roles and responsibilities of each staff member, including DVOP specialists, Local Veterans' Employment Representatives (LVERs) and Consolidated staff. The course entails self-paced eLearning that may take anywhere from one and a half to three hours to complete. It is recommended that you plan your time accordingly when completing this course; you may choose to complete the course all at once or divide its content across two or three more manageable learning sessions. The information is imparted through animated video, knowledge check activities, and narrated guidance.





Second Required Prerequisite:

Legal Guidance Affecting Veterans' Employment Services
(Online with Instructor Support)

This course provides participants with information regarding important provisions of veteran-related legislation and regulations and the legal relationships between AJC staff, the DVOP specialist, LVER and Consolidated staff. Participants will examine the Veterans' Employment and Training Service (VETS) and the JVSG Program. The course is an online, university model with student cohorts watching brief eLearning elements, taking knowledge checks, and participating in discussions at different times via an online platform. Participation in discussions is required, and the course is expected to take three to four hours per week over four weeks.

Week 1

[Manage Topic ▼](#)[Create Posting ▼](#)

Subtopics



Introduction: Course Assignments Checklist

Provides a list of all the requirements for course completion.



Lesson 1: Mission & Purpose of VETS, AJCs, an...



Lesson 2: Leg. & Reg. Relevant to U.S. DOL/VE...



Third Required Prerequisite:

Removing the Employability Gap for Veterans with Significant Barriers to Employment (SBE) (Online with Instructor Support)


This course allows participants to examine the strategies for effectively developing working relationships with veterans, those with SBEs in particular. Throughout this course, participants will study examples of SBEs, discuss the perceptions others have of veterans, learn effective communication techniques to interact with veterans and employers, and explore the contents of an Individual Employment Plan (IEP). The course is an online, university model with student cohorts watching brief eLearning elements, taking knowledge checks, and participating in discussions at different times via an online platform. Participation in discussions is required, and the course is expected to take three to four hours per week over two weeks.


Week 1: Developing Relationships with Veterans with SBEs


Manage Topic ▼Create Posting ▼


Search within topic 🔍


Subtopics


**Introduction: Course Assignments Checklist**
Use the information in this folder to help guide your progress for...

**Lesson 1: Significant Barriers to Employment**

**Lesson 2: The Negative and Positive Perceptio...**

**Lesson 3: Strategies for Building Rapport**

**Lesson 4: Comm. Techniques to Confirm SBEs ...**

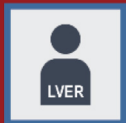
**Weekly Checkpoint**
Complete this Checkpoint once you have finished working throug...

Role-Specific Core Competency Courses:



DVOP Specialist Only: Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development (NVTI Training Center, Dallas, TX)

This course provides DVOP specialists with the training, skills, and tools needed to assist veterans with finding and keeping meaningful employment. From building relationships with veterans to developing concrete plans that will enable veterans to transition from unemployment to following a promising career path, participants will engage in exercises, discussions, and activities that will prepare them to tackle the unique obstacles they face on the job. This course is classroom-based and is delivered over three and a half days at the NVTI Training Center in Dallas, TX. Because of the prerequisite courses, participants are expected to attend ready to engage in discussions and activities. The course ends with a graded cumulative assessment, which is required by the authorizing legislation.



LVER Only: Local Veterans' Employment Representative (LVER) Core Competency Development (NVTI Training Center, Dallas, TX)

Local Veterans' Employment Representatives (LVERs) advocate for job-seeking veterans by serving as liaisons with employers and training providers. This course empowers LVERs to conduct a variety of outreach activities, thus facilitating employment opportunities for the job-seeking veterans through their American Job Centers (AJCs). Participants are provided with the strategies and tools they need to help veterans gain and maintain meaningful employment. This course is classroom-based and is delivered over three and a half days at the NVTI Training Center in Dallas, TX. Because of the prerequisite courses, participants are expected to attend ready to engage in discussions and activities. The course ends with a graded cumulative assessment, which is required by the authorizing legislation.



Please note: VPL 02-16 provides for Consolidated DVOP Specialist and LVER staff positions. All required training for both DVOP and LVER positions must be successfully completed within 18 months of appointment.

Please speak with your supervisor, who will then work with the State Veteran's Coordinator (SVC) to arrange the training with NVTI. You can find additional information and training opportunities at <https://www.nvti.org>

Individual Employment Plan

An IEP is a written plan that identifies employment/career goals, barriers to employment, and steps to overcome the barriers. These may have different titles in your state.

There are many reasons as to why the development of an IEP is critical. It's important for both you, and the veteran you are working with, to know these reasons. It adds purpose to a process.

Individual Employment Plans:

- **Provide a plan for the veteran that will also help guide the DVOP specialist.**
A plan provides stepping stones to goal achievement and provides accountability for those involved.
- **Help set expectations.**
Both the DVOP specialist and veteran will be on the same page.
- **Build self-esteem.**
An IEP helps veterans to see that their goals are attainable.
- **Provide a guide for effectively assisting the veteran.**
Align your goals and plans with those of the veteran with whom you are working.
- **Increase the number of placements and success stories.**
When goals are written down, multiple people can have access to them, allowing for the increase of assistance provided for a veteran. Also, it's been noted that goals that are written down are likelier to meet.
- **Help facilitate meaningful follow-up.**
Provides DVOP specialist with a reason to follow-up with clients to monitor their progress toward goal achievement.

IEP Contents

Individual Employment Plans vary by state, but the basic contents include:

- Work experience
- Education
- Skills and abilities
- Employment goals
- Barriers to employment
- Plan to overcome barriers to find employment
- Referrals to other agencies

WHAT RESOURCES MIGHT I FIND USEFUL TO REFERENCE?

Website	Description
www.DOL.gov/VETS/	United States Department of Labor – Veterans’ Employment and Training Services (VETS)
https://www.dol.gov/vets/ahaw/	United States Department of Labor—America’s Heroes at Work (AHAW)
https://www.onetonline.org	O*Net Online – a tool for career exploration and job analysis.
https://www.careeronestop.org/LocalHelp/service-locator.aspx	Career One Stop, sponsored by US DOL, is the source for career exploration, training & jobs.
www.hirevets.gov	Hire Vets Medallion Program honors the Employers who hire our Nation’s Heroes.
https://www.veterans.gov/	Resources for all veterans, including information on finding a job, starting a business, hiring veterans, VA benefits and information, and military spouses.
https://www.naswa.org	National Association of State Workforce Agencies. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs.
https://www.legion.org/careers/jobfairs	The American Legion’s Career Fairs site.
https://www.dav.org/veterans/employment-resources/job-search-events/	Veterans Career Fairs—DAV. DAV is a nonprofit charity that focuses on connecting veterans with meaningful employment and resources
https://www.esgr.mil	Employer Support of the Guard and Reserve (ESGR). ESGR, a Department of Defense program, was established in 1972 to promote cooperation and understanding between Reserve Component Service members and their civilian employers and to assist in the resolution of conflicts arising from an employee’s military commitment.

Website	Description
https://www.jointservicesupport.org/ESP/	Joint National Guard Employment Support Program (ESP) supports our National Guard Service members in finding meaningful careers and job opportunities.
http://www.marineforlife.org	Marine for Life Network (M4L) connects transitioning Marines and their family members to education resources, employment opportunities, and other Veterans services that aid in their career and life goals outside of military service.
www.moaa.org	Military Officers Association of America (MOAA).
https://soldierforlife.army.mil/	United States Army Soldier for Life (SFL) Soldier for Life (SFL) Program improves Soldier, Family, and Army readiness by developing a broad network of resources to support every Soldier, Veteran and Family member through all phases of their service.
https://studentveterans.org/	Student Veterans of America's mission is to provide military veterans with the resources, support, and advocacy needed to succeed in higher education and following graduation.
https://www.uschamberfoundation.org/hiring-our-heroes	United States Chamber of Commerce Foundation –Hiring our Heroes is a nationwide initiative to help veterans, transitioning service members, and military spouses find meaningful employment opportunities.
https://www.NVTI.org	National Veterans Training Institute (NVTI) was established to develop and enhance the professional skills of veterans' employment and training service providers throughout the United States.

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TERMS AND DEFINITIONS

Term	Citation	Description
American Job Center (AJC)	<p>Workforce Investment Act of 1998, P.L. 105-220</p> <p>https://www.gpo.gov/fdsys/pkg/PLAW-105publ220/pdf/PLAW-105publ220.pdf</p> <p>Workforce Innovation and Opportunities Act of 2014, P.L. 113-128</p> <p>https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf</p>	<p>Also known as One-Stop Centers, AJCs are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunities Act of 2014, the centers offer training referrals, career counseling, job listings, and similar employment-related services. Customers can visit a center in person or connect to the center's information online or through kiosk remote access.</p> <p>The American Job Center System is coordinated by the Department of Labor's Employment and Training Administration (ETA).</p> <p>https://www.dol.gov/general/topic/training/onestop</p>
Eligible Person	<p>Title 38, Chapter 41, Section 4101</p> <p>https://www.dol.gov/vets/usc/vpl/usc3841.htm</p>	<ul style="list-style-type: none"> A. The spouse of any person who died of a service-connected disability B. The spouse of any member of the Armed Forces serving on active duty, who, for a total of more than ninety days: <ul style="list-style-type: none"> i. Missing in action ii. Captured in the line of duty by a hostile force, or iii. Forcibly detained or interned in line of duty by a foreign government or power C. The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability, or the spouse of a veteran who died while a disability so evaluated was in existence

Term	Citation	Description
Eligible Veteran	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	A veteran eligible for DVOP services is a person who <ul style="list-style-type: none"> A. Served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge B. Was discharged or released from active duty because of a service-connected disability C. As a member of a reserve component under an order to active duty pursuant to §12301 (a), (d), or (g), §12301, or §12304 of Title 10, served on an active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge D. Was discharged or released from active duty by reason of a sole survivorship discharge
Veteran (for Priority of Service)	Title 20 of the CFR, Section 1010 https://www.gpo.gov/fdsys/pkg/CFR-2012-title20-vol4/pdf/CFR-2012-title20-vol4-part1010.pdf	In order to be eligible for priority of service, a veteran must have served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in USC Title 38, Section 101.
Priority of Service	Title 38, Chapter 42, Section 4215 (C)(3) https://www.dol.gov/vets/usc/vpl/usc3842.htm	With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. Such priority includes giving access to such services to a covered person before a non-covered person, or if resources are limited, giving access to such services to a covered person instead of a non-covered person.
Qualified Job Training Program	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	Any workforce preparation, development, or delivery program or service that is directly funded, in whole or in part, by the Department of Labor

Term	Citation	Description
Special Disabled Veteran	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	<p>A. A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs;</p> <ul style="list-style-type: none"> i. Rated at 30 % or more ii. Rated at 10 or 20% in the case of a veteran who has been determined under §3106 of this title to have a serious employment handicap <p>B. A person who was discharged or released from active duty because of service-connected disability</p>
Disabled Veteran	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	The term "disabled veteran" means (A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or (B) a person who was discharged or released from active duty because of a service-connected disability.
Recently Separated Veteran	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	Any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty.
Veteran of the Vietnam Era	38 USC, Chapter 42, Section 4211 https://www.dol.gov/vets/usc/vpl/usc3842.htm	An eligible veteran any part of whose active military, naval, or air service was during the Vietnam era (February 28, 1961 – May 7, 1975, for Veterans who served in the Republic of Vietnam during that period; otherwise August 5, 1964 – May 7, 1975).

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ACRONYMS

Term	Description
ADA	Americans with Disabilities Act
ADVET	Assistant Director for Veterans' Employment and Training
AJC	American Job Center
ASVET	Assistant Secretary (of Labor) for Veterans' Employment and Training
BLS	Bureau of Labor Statistics
BSR	Business Services Representative
BST	Business Services Team
CFR	Code of Federal Regulations
CM	Case Management
DOD	Department of Defense
DOL	Department of Labor
DOLEW	Department of Labor Employment Workshop
DV	Disabled Veteran
DVA	Department of Veterans Affairs
DVET	Director of Veterans' Employment and Training
DVOP	Disabled Veterans' Outreach Program
EO	Employer Outreach
ESGR	Employer Support of the Guard and Reserve
ETA	DOL Employment and Training Administration
FCJL	Federal Contractors Job Listing
FUTA	Federal Unemployment Tax Act
FFY	Federal Fiscal Year

Term	Description
FY	Fiscal Year
GAO	Government Accountability Office
HDM	Hiring decision-makers
HVRP	Homeless Veterans' Reintegration Program
IEP	Individual Employment Plan
ICS	Individualized Career Services
JVSG	Jobs for Veterans State Grant
L&C	Licensure and Certification
LMI	Labor Market Information
LVER	Local Veterans' Employment Representative
MOU	Memorandum of Understanding
NASWA	National Association of State Workforce Agencies
NO	National Office
OASAM	DOL Office of the Assistant Secretary for Administration and Management
OASVET	DOL Office of the Assistant Secretary for Veterans' Employment and Training
OFCCP	DOL Office of Federal Contract Compliance Programs
OJT	On-the-Job Training
OPM	Office of Personnel Management
POC	Point of Contact
PTS	Post Traumatic Stress
RAVET	Regional Administrator for Veterans' Employment and Training
RIF	Reduction In Force
RO	Regional Office
RVEC	Regional Veterans Employment Coordinator

Term	Description
SBE	Significant Barriers to Employment
SDP	Service Delivery Point
SDV	Special Disabled Veteran
STAR	Situation, Task, Action, and Results
SVC	State Veterans' Coordinator
SWA	State Workforce Agency
TAG	Technical Assistance Guide
TAP	Transition Assistance Program
TEGL	Training and Employment Guidance Letter
TEN	Training and Employment Notice
UCX	Unemployment Compensation for Ex-service Members
UI	Unemployment Insurance
U.S.C	United States Code
USERRA	Uniformed Services Employment and Reemployment Rights Act
VA	Veterans Affairs
VARO	Veterans Administration Regional Office
VAMC	Veterans Administration Medical Center
VEOA	Veterans Employment Opportunity Act
VETS	DOL Veterans' Employment and Training Service
VOW	Veterans Opportunity to Work Act
VPA	Veterans Program Assistant
VPL	Veterans' Program Letters
VPS	Veterans Program Specialist
VR&E	Vocational Rehabilitation and Employment Service

Term	Description
WIOA	Workforce Innovation and Opportunity Act